



NAVY MEDICINE

WORLD-CLASS CARE...ANYTIME, ANYWHERE

U.S. Naval Hospital Naples

Frequently Asked Questions

- Beginning Oct. 1, 2018 U.S. Naval Hospital Naples will become a clinic, maintaining same-day surgical services.
- Maternal care and birthing capabilities will be available for women who are low risk and are expected to have uncomplicated births, consistent with what is currently offered at other Navy Medicine clinic commands.
- Emergency, ambulatory, outpatient and ancillary services will also remain unchanged.
- Our leadership and staff continue to partner closely with host nation health care facilities to ensure the best experience possible for all our beneficiaries by providing patient liaisons, case managers, and translation services to support continuity of care.

Q: What is the difference between inpatient versus outpatient care?

A: Outpatient care is generally rendered the same-day or within a 24-hour period, and can be provided in an outpatient/ambulatory or emergency environment. Inpatient care requires admission to a hospital for usually greater than 24 hours.

Q: What is the difference in care going to be out in the Italian community?

A: The experience of care, from accommodations to food, can be different compared to the American system. For example, inpatient facilities in southern Italy and Sicily expect more involvement from the patient's family and friends in the provision of care in regards to linens, food, water, and assistance with hygiene. There are also cultural differences in terms of patient privacy expectations.

Any medical care not able to be provided at our facility will be coordinated under the TRICARE Overseas Program. This DHA program ensures health care is delivered by vetted, credentialed overseas providers even in the most austere locations. All network providers are required to meet accreditation standards specific to the host nation, and are required to have certification and recertification programs to ensure the delivery of quality care. This includes, but is not limited to, organizational and individual provider credentials and processes to evaluate health care quality, safety, and compliance.

Additionally, when care falls outside the scope of our services and is provided in the TRICARE network, we partner closely with our host nation health care facilities to ensure the best experience possible for all patients by providing patient liaisons, case managers, translation services, and other support service to ensure continuity of care.

Q: Will this change impact the quality of care provided?

A: Whether care is received at one of our outpatient clinics or at one of the TRICARE network providers, delivering quality and safe care is paramount. All network providers are required to meet accreditation standards specific to the host nation and are required to have certification and recertification programs to ensure the delivery of quality care.

Q: How can I be sure I'm getting "American" standards of care out in the community?

A: Host nation providers included in the TRICARE network undergo routine reviews by the TRICARE Overseas Program and its contractor (International SOS) to ensure standards of care and patient safety are met. All network providers are required to meet accreditation standards specific to the host nation and are required to have certification and recertification programs to ensure the delivery of quality care. This said, the experience of care can be different than the American system. For example, inpatient facilities in southern Italy and Sicily expect more involvement from the patient's family in the provision of care in regards to linens, food, water and assistance with hygiene. There are also cultural differences in terms of patient privacy expectations.

Q: If I'm pregnant or plan to become pregnant, should we move to Naples?

A: Yes. We will continue to support maternal care and birthing services for women who are low risk and are expected to have uncomplicated births, consistent with what is currently offered at other Navy Medicine clinic commands. Care includes collaborative, services by a multi-disciplinary team to include surgeons, physicians, nurses, anesthesia providers and support staff who provide antepartum, intrapartum and postpartum care, from scheduled and emergency cesarean sections to natural labor and the full range of medications. Both facilities offer private, family friendly suites and mother/baby (couplet) care.

Q: If outpatient care is same-day, will USNH Naples support obstetric services?

A: Yes. We will continue to support maternal care and birthing capabilities for women who are low risk and are expected to have uncomplicated births, consistent with what is currently offered. Care is provided by our expert physicians and nurses who use a multi-disciplinary approach to deliver the best care to mothers and their newborns. Care includes collaborative, low risk obstetric services by a team of physicians, nurses, anesthesia providers, and support staff who provide antepartum, intrapartum, and postpartum care. Overnight stays after delivery will remain consistent with what is currently offered to each individual patient. We will maintain surgical capabilities for scheduled and emergency cesarean sections and beds to accommodate labor, delivery, recovery, and postpartum (LDRP).

Q: What happens if a cesarean section is required during a low-risk birth?

A: USNH Naples will maintain the expert staff to perform emergency and scheduled cesarean sections. We have the ability to detect, stabilize, and initiate management of unanticipated maternal, fetal, or neonatal problems that occur during the antepartum, intrapartum or postpartum. High risk pregnancies will continue to be referred to the TRICARE network in the region or elsewhere.

Q: What happens if a woman or her newborn must be transferred to a network hospital due to a complication?

A: Our expert physicians and nurses are able to anticipate and care for many antepartum, intrapartum and postpartum complications, including emergency cesarean sections. When something occurs that exceeds our capabilities, the outpatient clinic will arrange for transfer to the local TRICARE network.

Our case managers will continue to track the referrals to ensure the transition back to the outpatient clinic is seamless.

Q: What will happen with high-risk pregnancies?

A: High-risk pregnancies will continue to be referred to the local TRICARE network. If care exceeds capabilities in the local TRICARE network, patient care will be provided at another military treatment facility in Europe such as Landstuhl Regional Medical Center for the remaining duration of the pregnancy.

Q: If my family has special medical needs, should we renegotiate orders to Naples?

A: Care of patients with special needs routinely takes place in the outpatient clinic setting. While the transition of our hospital to an outpatient clinic will not impact our ability to continue to support special needs cases, the existing overseas screening process is in place to determine if special medical needs exceed USNH Naples capabilities or those available in the broader TRICARE network in advance of any overseas assignment.

Q: Who will help me if I or my family have problems out in town?

A: Families encountering problems out in town are not alone. Our patient liaisons, who are fluent in both English and Italian, are available 24/7 to assist patients who are hospitalized in host nation hospitals. This is in addition to support patients receive through the outpatient clinic case managers and our Referral Management Center. Our patient liaisons are also on-call after-hours, on weekends and holidays for emergencies and serious injuries. In addition, our providers also conduct daily rounds on all patients at host nation hospitals.

Q: Will I be able to go to Landstuhl Regional Medical Center if I don't want to be seen in the Italian community?

A: Depending on the care needed, some patients may be able to receive virtual health care and/or evaluations from specialists at Landstuhl Regional Medical Center. If it is determined that an in-person visit with a specialist is required, a referral to Landstuhl Regional Medical Center may be possible if care is not available at the Navy outpatient clinics or locally within the Italian TRICARE network.

Q: What's being done to address cultural and language differences between Italian and American services?

A: In preparation for the transition, our leadership and staff are working closely with host nation health care facilities and TRICARE to ensure the best experience possible for all our patients by providing patient liaisons, case managers, translation services, and continuity of care support to achieve the best patient outcomes when care is provided in the Italian health care network. In addition, our providers also conduct daily rounds on all patients at host nation hospitals.

Q: What kind of care is currently being referred to the network? How will that change after the transition?

A: For inpatient, we refer patients out in town who exceed hospital capabilities such as high risk pregnancies, neo-natal intensive care patients, trauma patients, and individuals requiring intensive care. We will continue to provide primary care to include family medicine, internal medicine and pediatrics, and some specialty care such as aviation medicine, audiology, occupational health, dental, optometry and physical therapy.

Q: How will USNH Naples ensure the care of its patients who will now be seen in the network?

A: Our patient liaisons and providers will continue to actively engage with patients receiving care in the network, as well as their host nation providers.

Q: What about mental health care?

A: Currently, there are no local hospitals that will accommodate patients that require English speaking mental health providers. Patients requiring admission for mental health services will be referred to a military treatment facility that can accommodate their care needs.

Q: How can I reach a case manager?

A: Our primary case manager can be reached at DSN 314-629-6283/6636 or commercial 081-811-6283/6636, 7:30 a.m. through 4:30 p.m., Monday through Friday. After-hours, and on weekends and holidays, call the Naval Hospital Communication Center at DSN 314-629-6155 or commercial 081-811-6155.

Q: What do I need to do for outpatient referrals?

A: When your provider writes a referral for you to see a specialist that is not available at our facility, you will be contacted by the Referral Management Center (RMC) staff to coordinate your visit. We recommend setting up a RelayHealth account by logging into your home computer at www.mil.relayhealth.com. This online system offers you a secure messaging account to allow simple efficient communication with your MTF providers and staff. Appointment scheduling is based on the priority of the referral (determined by the referring provider) and TRICARE Access to Care guidance. Routine referrals must be booked within 28 days. Patients who waive this requirement must notify their provider. If the referral is more urgent, RMC will work within the priority guidance. Please support the RMC as we try to schedule your appointment. TRICARE Prime beneficiaries will need a referral order that is pre-authorized by International SOS for network consults. ISOS has three business days to review the referral request and either authorize or deny authorization of the referral. TRICARE Prime beneficiaries are encouraged to utilize providers in the TRICARE network that is maintained by ISOS. If TRICARE Prime beneficiaries choose to see a non-network provider or if the TRICARE Prime beneficiary chooses to be seen by a provider without an authorization, as per TRICARE policy, this is considered a TRICARE Point of Service (POS) and has an out of pocket cost to the family.

Q: How can I reach a Patient Liaison?

A: We have several patient liaisons to assist patients who are hospitalized in host nation hospitals. Patient liaisons are fluent in both English and Italian languages. Patient Liaisons are located in Room #1319 A, on the ground floor of USNH Naples, Monday through Friday 8 a.m. to 4:30 p.m. After-hours and on weekends and holidays, please call the USNH Naples Communications Center at DSN 314-629-6155 or commercial 081-811-6155 and ask them to contact the Patient Liaison on-call, who will return your call.

The patient liaison is not expected to stay with you throughout your hospitalization, but will help ease language barriers between you and the host nation providers; answer questions regarding treatment, environment of care, and follow-up care as recommended by your provider; assess and interpret your concerns to determine specific needs for assistance during provider consultation; conduct follow-up as requested to assess progress made and/or plans for you or your family member's transfer to another hospital or to USNH Naples; and assist with your admission and discharge.

Q: How do I access care?

A: To make an appointment, call our Appointment Line: DSN 314-629-6272 or commercial 081-811-6272, or use RelayHealth at www.mil.relayhealth.com or TRICARE Online at www.tricareonline.com. Additionally, the Nurse Advise Line is available 24/7 at 1-800-TRICARE (874-2273).